

9301 Southwest Freeway, Suite 250
Houston, Texas 77074
713.772.1255; 713.771.8303 (fax)

Darcell Walker
Attorney

Fax

RECEIVED
CENTRAL FAX CENTER

AUG 11 2006

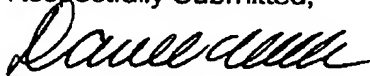
To: Kalyan K. Deshpande	From: Darcell Walker
Fax: 1-571-273-8300	Pages: 12
Phone: 1-571-272-5880	Date: 8/11/2006
Re: Response for 10/076,362	CC:

☐ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

• **Comments:**

This response is in response to the Office Letter mailed May 11, 2006 in the above-identified application.

Respectfully Submitted,



Darcell Walker
Reg. No.: 34,945

Appl. No. 10/076,362
Amdt. dated August 11, 2006
Reply to Office action of May 11, 2006

RECEIVED
CENTRAL FAX CENTER

AUG 11 2006

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.: 10/076,362 Confirmation No.: 1508
Applicant: Druyanet al.
Filed: February 14, 2002
TC/A.U. 3623
Examiner: Kalyan K. Deshpande
Docket No.: AUS920011019US1
Customer No.: 46129
Title: METHOD AND SYSTEM FOR MANAGING SERVICE REQUESTS
ACROSS MULTIPLE SYSTEMS

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

"Facsimile Label"

Date of Facsimile August 11, 2006

I hereby certify that this paper or fec is being faxed
to the Commissioner of Patents and Trademarks at
the fax number 571-273-8300 on the above indicated
Date.


Darcell Walker, Reg. No. 34,945

REPLY UNDER 37 CFR § 1.111

In response to the Office Action dated May 11, 2006, please amend the
application as follows and consider the included remarks.

Amendments to the Claims begin on Page 2.

Remarks begin on Page 8.